

SERVICE MANAGEMENT PROGRAM, METHOD, AND
APPARATUS FOR HOTEL FACILITIES

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ABSTRACT OF THE DISCLOSURE

10 The present invention provides a service management
program, method, and apparatus for hotel facilities in
order to ensure that the present service conditions of
the hotel facilities are always obtained at the account
places of the hotel facilities so that the most suitable
services are offered to the guests of the hotel when the
15 guests visit the hotel facilities. The service management
program executes a room-number-input step of obtaining
and inputting the room number of a guest when the guest
visits the hotel facility; a lodging management system
conjunction step of transmitting the room number of the
20 guest to a lodging management system to obtain
information about the guest concerned; and a service
indication step of comparing a service management table
with information about the guest, and of indicating a
service suitable for the guest's attributes. The service
25 management method comprises all of the above steps, and
the service management apparatus includes the above
program.